



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING
AND GENERAL SERVICES
P.O. BOX 119
HONOLULU, HAWAII 96810-0119

July 31, 2002

COMPTROLLER'S MEMORANDUM 2002-30

To: All Department Heads

Attention: Departmental Network Coordinators

From: *for* Glenn M. Okimoto
State Comptroller *Mary Alice Evans*

Subject: **E-Mail Retention Schedule to Conserve Resources**

This memorandum establishes an e-mail retention schedule of thirty days for the Executive branch in order to improve management of limited electronic storage resources on the state's mail servers. You are hereby directed to implement a practice of retaining e-mail on departmental e-mail systems for no more than thirty days. If the Information and Communication Services Division (ICSD) of the Department of Accounting and General Services provides e-mail service and storage for your department, this policy will be implemented by ICSD for your department.

Effective Dates: Please inform your employees of the thirty-day e-mail retention policy by August 2, 2002. Please implement the practice of automatically deleting all e-mail older than 30 days by September 3, 2002.

Duty to Retain Government Records Continues. The 30-day e-mail retention policy in no way changes the responsibility of departments to follow the State of Hawaii General Records Schedules (GRS) which list retention and disposition standards for government records, in accordance with Chapter 94-3, HRS. Department heads must stress to their employees their responsibility to retain or dispose of records regardless of format in conformance with the GRS.

Some E-Mail May Need to Be Retained. If the content of an e-mail message is listed in the GRS as a record which must be retained for a specified period of time, then a copy of the e-mail must be retained by the employee who has custody of the record in some form and filed or maintained in a record-keeping system. Examples of ways to retain

government records that are originally in e-mail form include: 1) creating a paper copy and filing as a paper record, 2) archiving, or saving the e-mail record to the employee's local computer hard drive, and 3) copying the e-mail record onto a diskette or CD.

Not All E-Mail Messages Must Be Retained. If the content of the e-mail message is non-permanent based on the GRS, then the employee with custody of the e-mail message may delete the e-mail when no longer administratively useful.

Employees May Archive E-Mail Needed for Operational Purposes. Since e-mail on the state's e-mail systems will be automatically deleted once they are 30 days old, employees requiring an e-mail message beyond that period to complete a task or project should retain those e-mail records in some other location or format such as copy to local drive, diskette, CD, or tape, or print to paper and file.

Re-Use or Disposal of Computers. Departments may dispose of an employee's e-mail messages and other files left on a computer when the employee upgrades to a new computer, transfers to a new position, or leaves state service. However, employees have a duty to transfer e-mail records and other files that reside on the hard drive of their computer to a record-keeping system as provided by the GRS when they upgrade to a new computer, transfer to a new position, or leave state service.

Please call Lester Nakamura, ICSD Administrator, at 586-1910, if you have questions on technical solutions for implementing this policy. Please call Jolyn Tamura, State Archivist, at 586-0310, if you have questions on the General Records Schedule.